

Blue FOR YOUR Health SM



BlueCross BlueShield
of New Mexico



INSIDE

- 4 HEALTHY HABITS**
Help kids manage their weight the right way
- 8 ASTHMA CARE**
Monitoring is key to better control





To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call **866-689-1523** (TTY/TDD: **711**).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **855-710-6984** (TTY: **711**).

Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'deé', t'áá jik'eh, éí ná hóló, koji' hódíílnih **855-710-6984** (TTY: **711**).

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Website: [bcbsnm.com/community-centennial](https://www.bcbsnm.com/community-centennial)

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Models may be used in photos and drawings.

Programs offered by Blue Cross and Blue Shield of New Mexico, such as the 24/7 Nurseline and Special Beginnings, do not replace your doctor's care. Always talk to your doctor about any health questions or concerns.

Benefit information provided is a brief summary, not a complete description of benefits. Limitations, copayments, and restrictions may apply. For more information, review your *Member Handbook* or contact Blue Cross Community Centennial Member Services at **866-689-1523**. If you are speech- or hearing-impaired, call **711** for TTY service.

Benefits, formulary, pharmacy network, provider network, and/or copayments are subject to change.

ModivCare is an independent company that administers transportation services for Blue Cross Community Centennial.

Prime Therapeutics, LLC is a separate company and is the Pharmacy Benefit Manager for Blue Cross Community Centennial.

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JOIN OUR VIRTUAL ADVISORY BOARD MEETINGS

We want to hear from you!

Do you have questions about your Centennial Care health plan? Do you have ideas of ways we can improve? We want feedback from our Blue Cross Community CentennialSM members. The easiest way for you to be heard is to attend an advisory board meeting.

The Member Advisory Board (MAB) typically meets six times a year. Currently, we are meeting virtually. Members can call in or participate via their computer or electronic device. We want to hear about your experience with the services you receive. We will also cover topics of interest to members, such as mileage reimbursement, recovery support services, virtual visits, Centennial Rewards, and many more. All Blue Cross Community Centennial members are welcome.

The Native American Advisory Board (NAAB) meets like the MAB. But NAAB is a team that can advise Blue Cross and Blue Shield of New Mexico (BCBSNM) on issues related to Native Americans. These can include issues with the health plan or the services you receive. These meetings are also being held virtually. The NAAB may include appointed tribal representatives as well as Native American plan members.

We know your time is valuable. Members (18 years and older) who participate in a meeting are eligible to receive a \$20 gift card. To learn more, email bccc_ab@bcbsnm.com or call Christine at **505-816-4316**. If you are speech- or hearing-impaired, call **711** for TTY service. To view a meeting schedule, visit [bcbsnm.com/community-centennial](https://www.bcbsnm.com/community-centennial).



BCBSNM Drug List updates

BCBSNM and the Prime Therapeutics Pharmacy and Therapeutics Committee have made changes to the BCBSNM Drug List. To see a complete summary of the changes, go to [bcbsnm.com/community-centennial](https://www.bcbsnm.com/community-centennial). Click on *Plan Details*. Choose *Drug Coverage*, and click on *Drug List Updates*. While there, you can view the entire Drug List and learn more about your drug benefits. You can also call Member Services at **866-689-1523** (TTY: **711**) to get this information.



The benefits of mix-and-match COVID-19 boosters

Do you qualify to receive a booster shot for COVID-19? If so, you now have the option to “mix and match” when choosing a booster vaccine, according to the Centers for Disease Control and Prevention (CDC). But what are the benefits? Here are the answers to some common questions about choosing a mix-and-match booster shot.

Q Is mixing and matching better than getting the same type of shot again?

Early evidence shows that mix-and-match boosters may offer a greater increase in immunity. That’s especially true for people who first received the Johnson & Johnson (J&J) vaccine, according to AARP. All three types of booster shots have been shown to be highly effective, but CDC strongly recommends the Pfizer and Moderna vaccines over the J&J.

Q What other benefits are there to getting a different booster shot?

A mix-and-match vaccine could also help slow the spread of COVID-19. Why? If you’re more immune, it is less likely you will get sick or infect someone else. Less transmission also helps prevent new variants.

Q Are there any disadvantages to mixing and matching boosters?

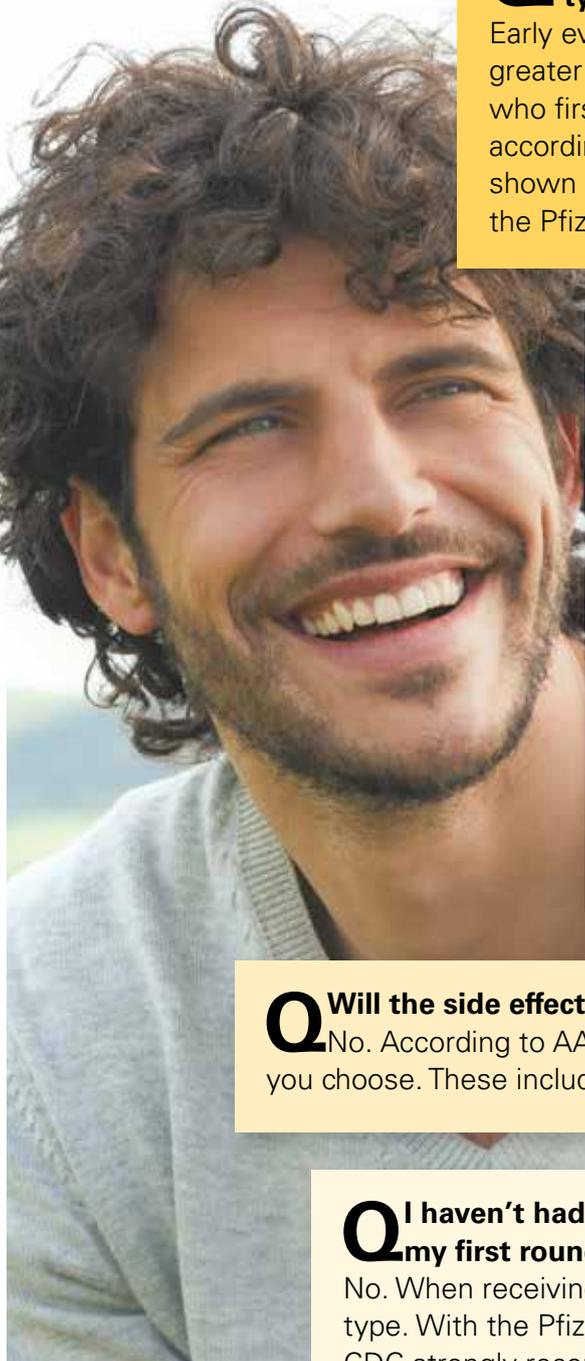
No. So far, researchers have not seen any disadvantages to mixing and matching boosters. Other countries, including the United Kingdom and Canada, have also been allowing mix-and-match shots for several months.

Q Will the side effects be different if I get a mix-and-match booster?

No. According to AARP, the side effects are similar, regardless of which shot you choose. These include a sore arm, headaches, muscle pain, or fatigue.

Q I haven’t had a COVID-19 vaccine yet. Can I mix and match with my first round of shots?

No. When receiving your first series of shots, you should stick to the same type. With the Pfizer or the Moderna vaccine, you will receive two doses. CDC strongly recommends the Pfizer and Moderna vaccines over the one-dose J&J due to the risk of a rare blood clot disorder with the J&J.



Sources: AARP; Centers for Disease Control and Prevention



4 positive ways to help kids reach a healthy weight

Children who are struggling with their weight need love and support to put them on the path to a healthy future. And there's plenty parents can do. Here are four ways to help your child that you might not have thought of before:

- 1. Stick to a schedule.** Try to eat meals as a family around the same time each day. Plan for snack times too. Kids tend to make better food choices when families eat together at predictable times.
- 2. Have a weekend plan.** Some kids may be active during the week at school, then spend weekends glued to screens. To keep kids moving, plan some fun activities like family walks, trips to a park, or a backyard soccer game.
- 3. Teach them how to handle stress.** It's important for kids to learn healthy coping methods, like journaling, enjoying a hobby, or talking about problems with family and friends. Tools like these can help them avoid turning to food for comfort.
- 4. Work on a bedtime routine.** A lack of sleep may contribute to weight gain. Help your child hit the pillow at the same time each night—perhaps right after a relaxing book or bath. And banish sleep-stealing devices—like phones, TVs, and computers—from the bedroom.

Need to brush up on the basics?

Healthy foods and plenty of exercise can help kids reach a healthy weight. But children shouldn't diet unless a doctor recommends it. If you have concerns about your child's weight, talk to their doctor about their nutrition and exercise needs.

Sources: American Academy of Pediatrics; HelpGuide

Well-child visits: A healthy idea

Q Why take a healthy child to see the doctor?

A To help keep him or her feeling well.

Well-child visits can go a long way toward helping your child stay healthy.

Well-child visits are regular checkups. How often they occur usually depends on a child's age. Your doctor will want to see your baby every month or so for a while. For an older child, yearly checkups may be enough.

Here are three reasons why well-child visits are a good idea:

- 1.** These checkups let your doctor see how well your child is growing.
- 2.** They are a good way to make sure your child is up-to-date on vaccinations.
- 3.** They give you a chance to talk with your doctor about anything that's on your mind. That's hard to do if you made an appointment because your child is sick.

HEALTH TIP: Write down questions as you think of them. Take that list with you to your child's next appointment.

It is important when scheduling the checkup to ask for a "well-child checkup appointment."

Need to find an in-network provider who participates for Blue Cross Community Centennial? Contact Member Services at **866-689-1523**. If you are speech- or hearing-impaired, call **711** for TTY service.

Source: American Academy of Pediatrics



Reap the rewards

Infant car seat and crib at no cost to you

Value-added services and Centennial Rewards for pregnant members

If you are pregnant, you can receive a car seat or portable crib for your infant.

Limit:

- 1 car seat per newborn,
- 1 portable crib per newborn.



To get the **CRIB**:

- Participate in the Special Beginnings maternity program; there is no charge to participate in this program.
- Visit your obstetrics (OB) provider during the first 12 weeks of pregnancy or within 42 days of enrollment in Blue Cross Community Centennial.
- Call BCBSNM at **888-421-7781** (TTY: **711**) to learn more about the Safe Sleep Program.



To get the **CAR SEAT**:

- Participate in the Special Beginnings maternity program; there is no charge to participate.
- See your OB provider for eight prenatal visits.



CENTENNIAL REWARDS Program

To receive \$100 in reward points:

- Participate in BCBSNM's Special Beginnings program.
- Register for Centennial Rewards by calling **877-806-8964** (TTY: **844-488-9722**)—or go to **centennialrewards.com** and choose your reward!

Special Beginnings® for healthier moms and babies

Your Blue Cross Community Centennial health plan offers a Special Beginnings program for pregnant members. The program includes:

- A 24-hour toll-free telephone hotline; you can talk with maternity nurses and ask questions
- Educational materials about your pregnancy, such as good nutrition and how babies grow
- Extra help for moms with special problems during pregnancy

■ Personal phone calls from a trained nurse to talk to you about how you and your baby are doing

Call toll-free **888-421-7781** (TTY: **711**) to participate or to get more information about this program. You can also email **NMCNTLSpecialBeginnings@bcbsnm.com**. Participating in Special Beginnings is encouraged for pregnant Blue Cross Community Centennial members.



Check in for checkups

Even healthy kids should see the doctor regularly

Kids grow fast. Their brains and bodies are developing rapidly. If there are any problems, it's best to find and treat them early.

One part of making sure your child's growth is on track is to see a Primary Care Provider (PCP) regularly for a well-child checkup—even when your child is healthy.

What to expect at your child's well-child checkup?

■ Your child will have a full checkup. That includes height, weight, BMI percentile, physical and developmental exam. Vision and hearing may also be checked at some visits.

■ Talk to your child's PCP about what shots (vaccines) may be due.

■ You can ask your child's PCP any questions you have about your child's health. For example, you might ask about nutrition, potty training, social skills, or handling peer pressure.

It's helpful to plan ahead. Bring along a list of any questions or concerns. That way, you'll be sure to get those questions answered before the end of the visit.



Children should see the PCP at least once a year. Babies 0–15 months need to see the PCP six or more times. (Refer to Preventive Care Guideline Summaries.)

It is important when scheduling the checkup to ask for a "well-child checkup appointment."

Need to find an in-network provider who participates for Blue Cross Community Centennial? Contact Member Services at **866-689-1523**. If you are speech- or hearing-impaired, call **711** for TTY service.

Source: American Academy of Pediatrics



We speak your language

We offer many services to help our members who do not speak English as their first language. When you call Blue Cross Community Centennial Member Services at **866-689-1523**, you may ask to talk to a bilingual (English–Spanish) Customer Advocate (CA). Our CAs can also use a translation service to help with other languages. Members with hearing or speech loss can call the TTY/TDD line at **711**.

Our quality performance in 2021

Blue Cross and Blue Shield of New Mexico (BCBSNM) is committed to your health and well-being. BCBSNM offers information and programs that help our network of providers provide better care for our members. This is called quality improvement. Every year, the BCBSNM quality improvement program looks at the care our members are getting. BCBSNM wants to know if network providers are doing well and what can be done better. The aim of the quality program is to help you get healthy and stay healthy.

Every year, the quality plan has key goals and objectives that focus on improving your health care experience.

Some of the quality program's goals are:

- Working to improve health care
- Improving member satisfaction
- Monitoring and improving member safety
- Getting you the care you need
- Getting you quick access to care
- Improving our customer service
- Ensuring that those with special health care conditions get the care they need
- Encouraging members to go for their exams, tests, and vaccines

The quality improvement goals are an organizational-wide effort. The program goals for health care and services are developed with input from providers and members. All programs lead back to the main goal: to help you get healthy and stay healthy.

Some areas that BCBSNM focused on were diabetes, asthma, pregnancy, hypertension (high blood pressure), smoking cessation efforts, and behavioral health care. BCBSNM might have contacted you in 2021 about preventive care that included vaccines and managing conditions such as diabetes and high blood pressure. It is important to BCBSNM that you get the care you need, when you need it. You may receive information based on your health needs. BCBSNM would like you to use this information to help take care of yourself.

If you have questions about the quality program or about quality improvement activities, you can send an email to **QualityInquiry@bcbsnm.com** or call the Quality Improvement department at **855-699-0042 (TTY: 711)**.



Monitoring your asthma

Monitoring your asthma regularly is important to keeping it under control. Most people who have asthma should be able to gain control of it for a lifetime.

When your asthma is controlled, you should be able to do anything that someone without asthma can do—whether it's sleeping through the night, going on a hike, or playing soccer. Most people who have asthma can reach these goals by taking these four actions:

- 1. Work closely with your health care providers.** This may be a doctor, nurse practitioner, physician assistant, nurse, respiratory therapist, or asthma educator. Regular asthma check-ups with your health care provider will help you learn how to manage your asthma.
- 2. Manage your medicines.** Learn from your health care provider which medicines to take, when to take them, and how to use them correctly. Then take all of your medicines just as your provider recommends.
- 3. Identify your asthma triggers.** The things that bring on your symptoms are called your asthma triggers. Avoid them when possible.
- 4. Watch for changes in your asthma.** You need to know when an asthma attack is coming and what to do. Act quickly and follow your health care provider's instructions to help keep your asthma symptoms from getting worse. For more information and resources on lung health, visit



the National Heart, Lung, and Blood Institute's Learn More Breathe Better program at nhlbi.nih.gov/LMBBasthma.

Source: Article derived from the National Heart, Lung, and Blood Institute, nhlbi.nih.gov/BreatheBetter

For children with asthma

Did you know that Blue Cross Community Centennial has a Disease Management program for child members diagnosed with asthma available **at no cost**? The BCBSNM Disease Management team will work with you and your health care provider(s) and can help identify better ways to manage childhood asthma. Joining this program may:

- Help your child have milder symptoms and fewer of them
- Help your child miss fewer days of school
- Help parents and/or guardians communicate better with your provider and BCBSNM

To learn more or ask questions about BCBSNM's Disease

Management program, please call **877-232-5518**. If you are speech- or hearing-impaired, call **711** for TTY service.

Schedule an appointment with a health care provider who is in the Blue Cross Community Centennial network. If you need help locating a provider, please call Member Services at **866-689-1523** (TTY: **711**).

If you need a ride to your provider appointment, call ModivCare® (at least three working days before visit) at **866-913-4342** (TTY: **866-288-3133**).

Centennial Rewards are available. To learn more, visit centennialrewards.com or call **877-806-8964** (TTY: **844-488-9722**).

This information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Schedule a visit with your provider to seek the advice of your provider about any questions you may have regarding a medical condition.

TOBACCO CESSATION PROGRAM

Stay quit for life

Did you know that you have access to a coordinator who can help you quit using tobacco products? When you enroll in the tobacco cessation program, we can help you reach your goal of quitting tobacco with the support of a tobacco cessation nurse. The program is designed to provide support, connect you to resources and the appropriate providers for tobacco cessation aids and/or counseling, and assist you in your journey to a healthy, tobacco-free lifestyle.

The program can be key to your success by providing:

- One-on-one help with quitting—at no cost and without judgment!
- A plan that will work for you
- Help obtaining tobacco cessation aids/medications that could help you quit
- Resources in your community, online, or via phone applications

■ An increase in the likelihood that you will quit using tobacco products

To enroll in the program or to learn more about tobacco cessation, call **877-232-5518, option 3, option 2** (TTY: **711**). You may also call our Tobacco Quit Line at **877-262-2674** (TTY: **711**).



clip and save!

Keep these Blue Cross Community Centennial phone numbers handy

Member Services: 866-689-1523 (TTY: **711**)

Hours: Monday through Friday, 8 a.m. to 5 p.m. MT

Weekends and holidays: Closed.

If you call after hours, please leave a message. Your call will be returned the next business day.

Care Coordination: 877-232-5518 (press **3** and then press **2**) (TTY: **711**)

The role of the Care Coordinator is to help members with special health care needs, whether at home, in a skilled nursing facility, or in the hospital. If you believe you or your child has special physical, behavioral, and/or long-term health care needs, please call the number listed above.

24/7 Nurseline/Audio Health Library: 877-213-2567 (TTY: **711**)

Need to know if an injury should be checked? Worried about your child's fever? Get answers to your health questions 24 hours a day, 7 days a week by calling the 24/7 Nurseline and talking with a registered nurse. The nurse can help you decide what to do.

There is also a phone library of more than 300 health topics available through the 24/7 Nurseline. Many of the topics are offered in Spanish.

For medical emergencies, dial 911. For urgent care, you can go to an urgent care provider. See the Blue Cross Community Centennial provider directory for a list. Or call Member Services at **866-689-1523** (TTY: **711**).

ModivCare® (formerly LogistiCare): **866-913-4342** (TTY: **866-288-3133**)

Hours: Monday through Friday, 8 a.m. to 5 p.m. MT

If you have a non-emergency medical appointment and need a ride, call ModivCare. Please call at least three business days in advance to arrange a ride. Do you need after-hours transportation or a ride home from your appointment? Call Ride Assist at **866-418-9829** (TTY: **866-288-3133**). Ride Assist is available 24 hours a day, 7 days a week.

Ombudsman Specialist: 888-243-1134 (TTY: **711**)

The ombudsman specialist explores unresolved problems and deals with them fairly. The ombudsman advocates for your rights. This is done by using Medicaid guidelines and BCBSNM resources to help you. The ombudsman is independent from BCBSNM management.



DIABETES SELF-MANAGEMENT
EDUCATION AND SUPPORT

Learn to manage diabetes better in 2022



If you have been diagnosed with diabetes, it can be very difficult as you learn to manage the condition. If you are one of the many people having difficulty with diabetes, your first step should be to ask your health care provider to refer you for Diabetes Self-Management Education and Support (DSMES). If your health care provider does not mention these services, bring it up during your next diabetes visit.

DSMES services include a health care team who will teach you how to stay healthy and make what you learn a regular part of your life. They will help you:

- Make better decisions about your diabetes
- Work with your health care team to get the support you need
- Understand how to take care of yourself and learn the skills to:
 - Eat healthy
 - Be active
 - Solve diabetes self-care problems
 - Cope with the emotional side of diabetes

Why is DSMES important?

- People who have the knowledge and support to manage their diabetes are healthier than those who do not.
- Learning how to control your diabetes will save money and time and help you have fewer emergency and hospital visits.
- Knowing how to take your medication, monitor your blood sugar (glucose), and take care of yourself helps you manage your diabetes better.

Ask your provider for a referral to DSMES services, or participate in the New Mexico Department of Health's **no-cost** Paths to Health Diabetes Self-Management Program: pathstohealthnm.org/programs/diabetes-self-management-program.

Did you know that Blue Cross Community Centennial has a **no-cost** Disease Management program for adult members diagnosed with diabetes? The BCBSNM Disease Management team will work with you and your health care provider(s) to identify better ways to manage diabetes. To learn about the program, call **877-232-5518**. If you are speech- or hearing-impaired, call **711** for TTY service.

Schedule an appointment with a provider who is in the Blue Cross Community Centennial network. If you need help locating a provider, call Member Services at **866-689-1523** (TTY: **711**).

If you need a ride to your provider appointment, call ModivCare® (at least three working days before visit) at **866-913-4342** (TTY: **866-288-3133**).

Centennial Rewards are available. To learn more, visit centennialrewards.com or call **877-806-8964** (TTY: **844-488-9722**).

This information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Schedule a visit with your provider to seek the advice of your provider about any questions you may have regarding a medical condition.

Source: Article derived and adapted from the Centers for Disease Control and Prevention, cdc.gov/diabetes/managing/education.html